

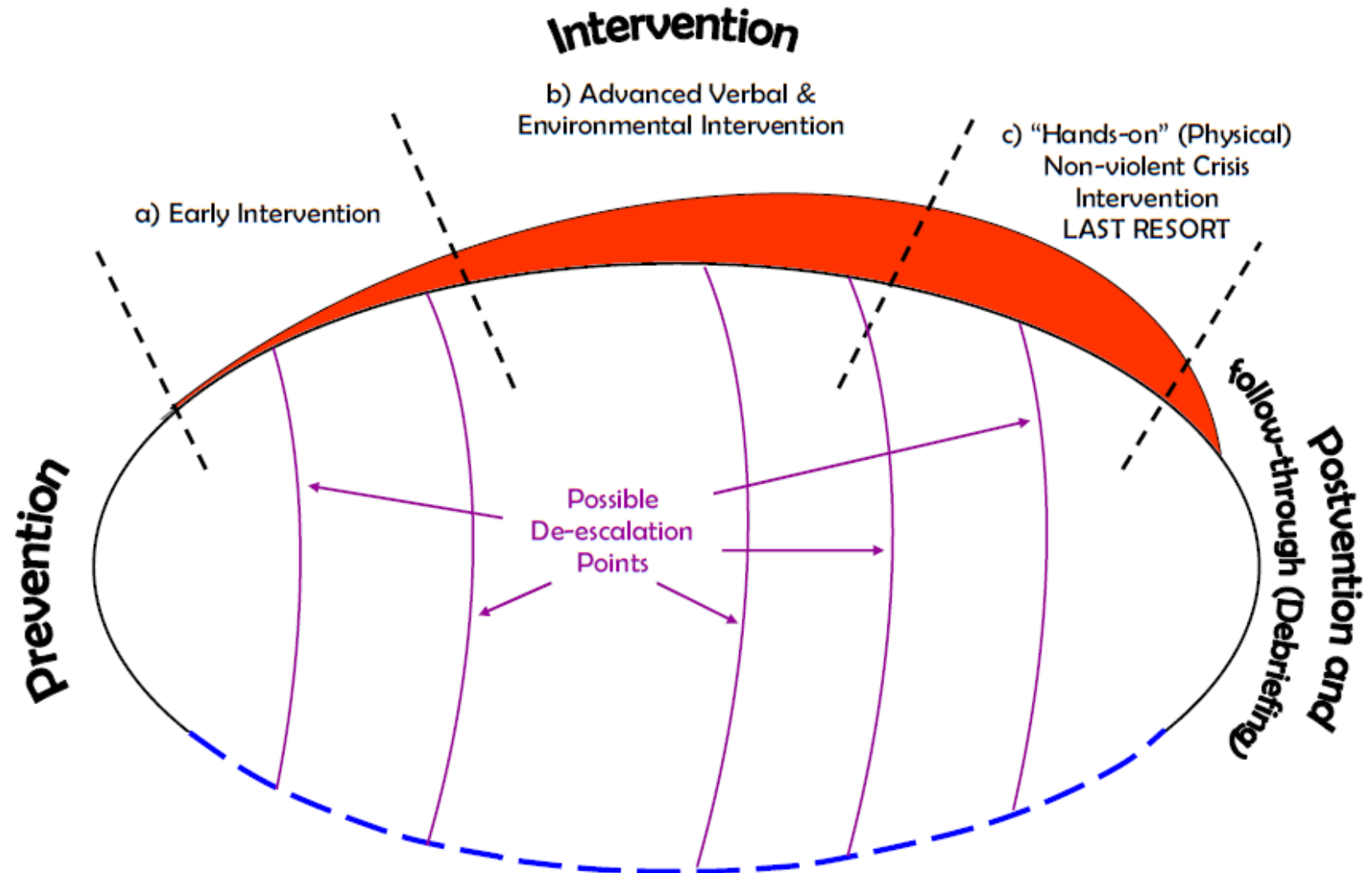
Safe Response Training

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Spectrum of Escalation



Danger is Defined by Behavior

What are behaviors that pose an imminent risk to harm?

- **What are you seeing?**
 - What does aggression look like?
- **What are you hearing?**
 - What does a threat sound like?
- **What does danger feel like?**
 - Are we maintaining the clinical lens while we experience emotion?

How Danger is Created

Problematic Behavior + Opportunity= Dangerous Circumstances

Problematic behaviors are either impulsive in nature or pre-meditated. Most problematic behavior in is impulsive and minimally planned or organized.

Preventing Danger

“ We cannot prevent all psychosis, mood instability, cognitive impairment, the presence of mind-altering substances, or maladaptive personality traits leads to unpredictable behavior.



Since we cannot predict what behaviors we may witness in every situation, we must be prepared to respond effectively and to not trigger unwanted responses in the agitated person.

”

Mental & Emotional Preparedness

1. Are we focused on being present to the individual in front of us?
2. Are we ready to “not take things personally” if the person becomes agitated or seemingly makes personal attacks against us?
3. Do I understand my own tendencies regarding “Fight, Flight or Freeze?” What can be most productive given the most common situations I would face in the workplace?

Verbal Preparedness

1. Do I know what to say to an individual that is likely to be heard as empathetic, supportive and non-judgmental?
2. Do I know what to avoid saying to trigger further agitation?
3. Do I know how I say what I say? Do I hear myself? What does my tone of voice, cadence, and volume all say about me and my composure? How do I wish to sound at any given time when a situation is escalating into a crisis?

Physical Preparedness

1. Am I aware of my body posture? What does it say about me? How do I want to be seen by the other person looking at me?
2. Is there anything about my physical environment that could serve as a risk to me or to others? This includes what I am wearing, what potential weapons could be used around me, and other environmental risk factors (like small spaces or being cornered)
3. Do I know how to practice “non-violent physical defense techniques” if someone aggresses towards me?

Let's Practice



Debriefing

The incident is over right?...Not quite.

- Why is debriefing is important to both staff and clients?
- When should debriefing happen?
- Utilizing teachable or constructive moments.

4 Basic Questions of Debriefing

Debriefing can be distilled down to 4 basic questions.

- **What happened?** Get facts and perspectives
- **What went well?** Focus on positives like “We’re safe” and identify specific examples of “You did ____ (move towards safety/communicate your needs/etc) very well.”
- **What could we have done differently?** Reframe potential “blame” to be looked at more constructively and measurably.
- **What needs to happen to move forward?** cooperatively or amicably? Another attempt to help us move forward past an incident in a manner that offers psychological and emotional support even if there’s no physical injuries.

Questions?

We've laid out a lot of concepts, insights, questions, and scenarios for you.

What questions still remain for you?

